



Audit Service Sierra Leone

Applications are invited from suitably qualified Sierra Leoneans for the position of:

Information Communication Technology Officer (ICT Officer)

Qualification

Bachelor's Degree in Computer Science, Hardware Engineering, Electrical and Electronic Engineering, Data Processing or Information Systems or related field.

Skills and Knowledge:

The applicant must also possess the following:

- Knowledge of Operating Systems (Windows XP, Windows 7, Windows Server 2003/2008)
- Good knowledge of Microsoft application packages
- Knowledge of Local and Wide Area Networks and related technologies
- Excellent problem-solving skills
- Ability to explain problems and solutions clearly to non-technical users
- Ability to prioritise, work under pressure and meet deadlines
- Patient and methodical approach
- Ability to self-study new systems

Summary of Duties:

The Information Communication Technology (ICT) Officer is responsible for the management, maintenance and development of all ICT equipment and the provision of technical advice and support for ICT related activities. He is mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them.

For further details, including application form and job description, visit our website- www.auditservice.gov.sl.

All application forms must be downloaded from our website and completed forms sent to the Human Resources Manager, Audit Service Sierra Leone, 11th Floor Freetown City Council Building, 12 Wallace Johnson Street, Freetown. Closing date and time for the receipt of completed application forms is Friday, 29 March, 2024 at 12 noon. **Only short listed candidates will be contacted.**

J O B D E S C R I P T I O N

Job Title: **ICT Officer**

Grade: 8

Reporting to: IT Manager

Job Summary

The Information Communication Technology (ICT) Officer is responsible for the management, maintenance and development of all ICT equipment and the provision of technical advice and support for ICT related activities. He is mainly responsible for the smooth running of computer systems and ensuring users get maximum benefits from them.

Duties and Responsibilities

- Installing and configuring computer hardware operating systems and applications.
- Setting up new equipment and upgrading existing systems.
- Set up equipment such as laptops, projectors, sound systems and other specialist ICT equipment, ensuring that systems are ready for use and operating correctly.
- Testing and evaluating new technology.
- Monitoring and maintaining computer systems, networks and network facilities in individual machines, such as drivers and settings of personal computers as well as printers.
- Ensuring that hardware and network cabling is maintained and repaired as and when necessary.
- Troubleshooting system and network problems and diagnosing and solving hardware or software faults.
- Replacing parts as required.
- Supporting the roll-out of new applications.
- Setting up new users' accounts and profiles and dealing with password issues; ensuring that Users are created and/or deleted as appropriate.
- Secure, security code and ensure the safe set up of new equipment.
- Provide technical support and guidance to staff to resolve IT issues.
- Making back-up files and archiving materials where appropriate.
- Ensuring that copyright and data protection laws are upheld.

- Maintaining an inventory of equipment.
- Maintaining an up to date catalogue of software available for use in the office;
- Carrying out regular housekeeping to ensure that the fileserver storage is used effectively including power supply regularity.

Person Specification

Qualification

- **Education:** Bachelor’s Degree in Computer Science, Hardware Engineering, Electrical and Electronic Engineering, Data Processing or Information Systems or related field

Knowledge

- Knowledge of Operating Systems (Windows XP, Windows 7, Windows Server 2003/2008)
- Good knowledge of Microsoft application packages
- Knowledge of Local and Wide Area Networks and related technologies
- Knowledge of both general and specific ICT health and safety issues relating to work for both self and all potential users

Skills and Ability

- Excellent problem-solving skills
- Ability to explain problems and solutions clearly to non-technical users
- Ability to prioritise, work under pressure and meet deadlines
- Patient and methodical approach
- Awareness of health and safety
- Ability to self-study new systems

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Job Holder (*Name & Signature*)

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Supervisor (*Name & Signature*)

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Date